



January 31, 2014

To: Executive Board

Subject: **TransTrack End User License Maintenance and Support Renewal**

Recommendation

Authorize the Executive Director to execute Amendment No. 4 to Agreement No. 09-008 with TransTrack to extend the End User Annual Maintenance and Support License in the amount of \$32,500. The total contract value upon execution of this amendment would be \$547,150.

Background

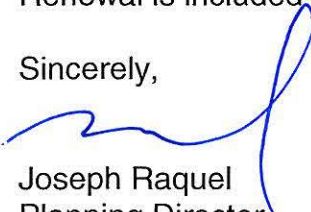
TransTrack is a business intelligence system used throughout Foothill Transit. The hosted system takes data from various systems such as SMARTBus, the Navigator Financial System, and the Ron Turley Associates (RTA) fleet maintenance system and stores them in a central data repository to provide reports used to gauge the transit system's performance. TransTrack's Feedback module is used by Foothill Transit staff to record and track customer comments. The system data and reports are used to report monthly key performance indicators including as on-time performance, accidents per 100,000 miles, and customer comments.

The TransTrack End User Maintenance and Support License will ensure that Foothill Transit continues to have access to the system and will ensure that the system's users get technical support from TransTrack support personnel. The licence also ensures that Foothill Transit stays up to date on system enhancements or upgrades.

Budget Impact

The \$32,500 cost of the TransTrack End User License Maintenance and Support Renewal is included in the FY 2014 capital budget.

Sincerely,



Joseph Raquel
Planning Director



Doran J. Barnes
Executive Director